



## **Statement of Support for a Statewide Culture of Learning, Justice, and Accountability**

Given that:

- Medical errors and patient safety are a national concern to all involved in health care delivery.
- We are legally and/or ethically obligated to hold individuals accountable for their competency and behaviors that impact patient care.
- A punitive environment does not fully take into account systems issues, and a blame-free environment does not hold individuals appropriately accountable.

We resolve that our organization will:

- Strive for a culture that balances the need for a non-punitive learning environment with the equally important need to hold persons accountable for their actions.
- Seek to judge the behavior, not the outcome, distinguishing between human error, at-risk behavior, and intentional reckless behavior.
- Foster a learning environment that encourages the identification and review of all errors, near-misses, adverse events, and system weaknesses.
- Promote the use of a wide range of responses to safety-related events caused by lapses in human behavior, including coaching, non-disciplinary counseling, additional education or training, demonstration of competency, additional supervision and oversight and disciplinary action when appropriate to address performance issues.
- Support and implement systems that enable safe behavior to prevent harm.
- Work to share information across organizations to promote continuous improvement and ensure the highest level of patient safety and staff safety.
- Collaborate in efforts to establish a statewide culture of learning, justice, and accountability to provide the safest possible environment for patients.

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